

Cycle Share ONZO LGOIMA Response 1.0 – Initial email contact from representatives of
ONZO & response by AT
Redactions withheld under S7(2)(a) and S7(2)(b) Local Government Official Information and
Meetings Act 1987

From: [REDACTED]
Sent: Monday, 30 October 2017 10:08 a.m.
To: Kathryn King (AT) <Kathryn.King@at.govt.nz>
Subject: Cycle Share Scheme Proposal

Hi Kathryn,

My name is [REDACTED] We are helping our client OnzO launching their cycle share operation in New Zealand. We are aware Auckland Transport (AT) has been running a cycle share scheme feasibility study since March this year. OnzO has [REDACTED] and technology advantage to provide NZ a sustainable solution for cycle share program.

We want to open a conversation [REDACTED] We are wondering when will be the best time this week for us to meet and further discuss this opportunity?

Thanks,

[REDACTED]

[REDACTED]

From: Kathryn King (AT) [<mailto:Kathryn.King@at.govt.nz>]
Sent: Monday, 30 October 2017 10:15 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Cycle Share Scheme Proposal

Hi [REDACTED]

We've seen your bicycles around the City today. We're very keen to discuss how we work together.

Here are some times that I'm free to meet:

Tuesday 12-1

Friday 1-2 or 4-5

Are you able to come to our Viaduct offices?

Many thanks

Kathryn

----- Original message -----

From: [REDACTED]
Date: 30/10/17 10:23 AM (GMT+12:00)
To: "Kathryn King (AT)" <Kathryn.King@at.govt.nz>
Subject: Re: Cycle Share Scheme Proposal

Hi Kathryn,

Friday 1-2 will be a lot easier for us. We can go to AT Viaduct new office.

Ta,

[REDACTED]

[REDACTED]

Required [REDACTED]

 As the meeting organizer, you do not need to respond to the meeting.

When Fri 3/11/2017 13:00-14:00

Location RES 20 Viaduct 1.06 (4 Seat)

Hi [REDACTED]

Following on from Kathryn's email below, I have booked in this meeting for Friday 1-2pm at our Auckland Transport office- 20 Viaduct Harbour Avenue.

Please sign in using one of the kiosks located either side of the automatic doors and then collect a visitor pass from reception. Kathryn will then come and meet you in the reception area.

Kind regards,

[REDACTED]

www.at.govt.nz



On Fri, Nov 3, 2017 at 5:02 PM, [REDACTED] wrote:

Hi [REDACTED]

Thanks very much for coming in today, it was great to hear more about Onzo.

Were you able to track down a contact name and number for us to use over the weekend?

Thanks

Kathryn

----- Original message -----

From: [REDACTED]
Date: 3/11/17 6:04 PM (GMT+12:00)
To: "Kathryn King (AT)" <Kathryn.King@at.govt.nz>
Cc: [REDACTED]
Subject: Re: Cycle Share Scheme Proposal

Hi Kathryn,

It was great to meet all you guys this afternoon. I've been calling our client. To facilitate this

weekend's contact demand, they have arranged the following phone numbers to answer all operation related inquires, such as re-distribution.

- [REDACTED]
- [REDACTED]
- [REDACTED]

Please use "OrzO" as contact name for this weekend.

Our client will organize 0800 numbers and customer service facility next week.

We will inform you the progress mid next week.

Have a good weekend.

[REDACTED]

[REDACTED]

Cycle Share ONZO LGOIMA Response 2.0 – Internal Memo

Redactions withheld under S7(2)(a) and S7(2)(b) Local Government Official Information and Meetings Act 1987

Memorandum



To:
From: Kathryn King, Walking, Cycling and Safety Manager
Date: 30 October 2017
Subject: Dockless Bikeshare

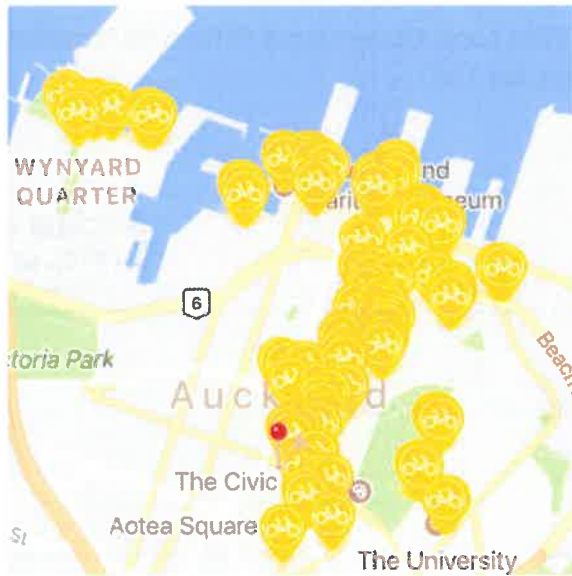
1. Introduction

1.1. OnzO NZ, a dockless bike share scheme has launched approximately 100 yellow bikes around the Auckland city centre over the weekend. The below image shows some of the bicycles that are located on Quay St.



1.2 The bikes are accessed using an app and all have helmets attached to them. The image below indicates where the bicycles have been placed around the City.





2. Background

- 2.1. There are several hundred dockless bikeshare systems operating across the world. The largest company Ofo operates 10 million bicycles globally.
- 2.2. The first dockless system started in 2014 and councils around the world have grappled with how to manage bicycles that aren't parked in a specific location and which in some cases have resulted in obstructions to pedestrians.
- 2.3. Users are charged a nominal fee for using the bicycles, sometimes with financial rewards for returning bikes to allocated areas or looking after bikes. The public access the bicycles through an app, which allows them to locate and pay for the bicycles.

3. Status and Next Steps

- 3.1. This month, NZTA drafted a Code of Practice based on best practice from overseas cities, with the intention that it be adopted and modified by councils nationally to ensure that any bike share schemes that come to New Zealand, have bikes that remain maintained and do not obstruct the public realm.
- 3.2. We are in the process now of working with Auckland Council's Compliance team and Auckland Transport's legal team to ensure the Code of Practice aligns with Auckland Council's bylaws.
- 3.3. [REDACTED]

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Memorandum



[Redacted]

3.4. [Redacted]

3.5. OnzO, the company who launched over the weekend had not approached Auckland Transport prior to launching but have however contacted me this morning to arrange a meeting to 'work together', this meeting has been set up for Friday.

3.6. We will provide a further update once the Code of Practise is complete. This does not affect Auckland Transport's work towards providing its own cycle share scheme, and we will continue to work with providers to find the best way forward for Auckland.



Cycle Share ONZO LGOIMA Response 3.0 – Notes from meeting with ONZO Representatives and Auckland Transport (distributed internally)

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From: [REDACTED]
To: [Kathryn King \(AT\)](#); [REDACTED]
Subject: OnzO meeting notes and next steps
Date: Monday, 6 November 2017 09:32:34

Hi All

Notes from Friday's meeting with [REDACTED]

Status from OnzO

- OnzO is a start up with [REDACTED]
- Currently has [REDACTED] bikes but plan to push out a total of [REDACTED] bikes by [REDACTED]
- On day 1 there was [REDACTED] people registered on the app, by day 2 there was [REDACTED] and by day 3 there was [REDACTED] registered
- The bikes have [REDACTED]
- They have a capability called [REDACTED]
- They have an [REDACTED] on the bike that [REDACTED]
- They have provided us an Operation Procedure Specification with roles of their data specialists, dispatchers, tactical unit and customer service functions. It also includes templates for their maintenance tracking and summary reports

In the meeting AT and AC informed them of the licencing process.

- We informed them that we are thinking of rolling out a pilot programme and may also limit the number of bikes and operators
- We informed them that safety is our number one concern
- We also clearly told them that this is by no means any type of partnership and if there was ever a partnership it would be established through a fair and transparent procurement process.

Next steps:

- [REDACTED] to send draft code of practice for review Monday/tuesday. People to review will be [REDACTED] Kathryn, [REDACTED] – please confirm others to input?
- [REDACTED] needs to send us contact details today for media requests and operating problems - done
- I will set up a meeting for Wednesday/Thursday this week for everyone to agree code of practice and the pilot logistics
- Aim for the end of this week for [REDACTED] to be able to go back to [REDACTED] with the license process and the code of practice completed

Cheers

[REDACTED]

[REDACTED]

